

ABSTRACT

Method and apparatus for providing customer data to an agent in connection with an organization's automatic call distribution (ACD) system. The desired customer data and its format can be tailored to the organization's needs and packaged as a web page. The ACD provides a URL to a browser of the agent, which accesses the URL at a server. The web page corresponds with the URL and is provided by the server to the browser. The data can be displayed to the agent, regardless of the type of customer contact with the organization's ACD system.